End User Job Aid (1508)

learnDOJ

Content

*learn*DOJ

Learning Introduction

The DOJ LMS manages the entire learning lifecycle as user's progress through each step including:

- Searching for items in a catalog in order to self-assign learning
- Assigning learning that displays on the users' Learning Plan/To Do List
- Registering for a scheduled offering of an instructor-led event
- Launching online learning tools for self-paced learning options
- Recording learning history after completing a learning event
- Submitting feedback on evaluations

Learn: User Home Page

The Learning Home page is your starting point for navigating learning. Tiles provide quick access to learning information and activities personalized to you and your role.

1 To-Do List

The **To Do List tile** displays your assigned learning activities. You can view your assignments and related details, launch training, and register for offerings. It provides a consolidated view of courses requiring action.

- All courses are listed in one place.
- Courses are listed and grouped by **Due Date**. (Optional and Recommended training will have no due date.)
- Use the **Show** drop-down menu to see specifics, for example, show current registrations and online courses

2 To-Do List Actions

Each learning activity is listed with a call-to-action button and status update. You can show/hide information, view the course start date and location for enrollment. Actions include:

- **Request Approval**: Initiate an approval request via an automated workflow.
- **Request Schedule**: Request information on the availability and course schedule from the course owner.
- **Start Course:** Launch a course.
- **Continue Course:** Re-launch a course you have started.
- **Register Now:** Register for a course assigned to you.
- **Remove Course:** Remove a course that you have assigned to yourself.

3 Find Learning

Searches for learning activities in the available catalog. Enter keywords in the text box to perform a quick search for related items in the catalog. Click **Browse All Courses** to navigate to the Learning Catalog.

4 Links

Links to other learning and system features.

Step by Step: To-Do List

The "**To-Do**" tile includes call-to-action buttons and statuses per item, the ability to show/hide additional filters, configurable data fields, display of start date and location for enrollments, and one-click to display curriculum requirements.

1 By default, the To-Do list is **Sorted by Date**; however you can click **Priority** to sort the list by item priority, or create a view filter.

2 By selecting **Filter**, a row of fields will display. The user can enter a keyword and select the Course Type and/or an Assignment Type.

3 Click on a Course title to display additional item information on the item detail page. The item detail page can be configured by an administrator to display visually appealing descriptions.

4 The To-Do list displays curriculum requirements. A curriculum requirement displays to schedule, assign, evaluate, and track the completion status.

5 Launch content that is set up to be available online. There are two broad categories of online content:
- Access an online document with an option for "read and acknowledge"
- Launch web-based training (WBT) as a self-paced module with menus, embedded quizzes, etc.

6 If there is no existing scheduled offering in your catalog, you may **Request Schedule** by clicking the down arrow. The request is stored in the system with the user name and the item requested.

Due Dates on the To Do List
- Overdue
- Due Within a Week
- Due Within a Month
- Due Later list courses beyond 30 days
- No Due Date lists for items that are self-assigned or have no required due date
- Select the arrow to expand the courses group into the dates.

To-Do List   ▦ ▤ Sort By Date | Priority ▼ Filter

Keyword 🔍 Course name or ID   Select All ▼   All Assignment Types ▼

∨ **DUE WITHIN A MONTH**

7/17/2016 | REQUIRED   YOU HAVE UNMET PREREQ... ∨

Basic Accounting
COURSE FA-101 rev.1 5/14/2003
📁 Part of Payroll

7/17/2016 | REQUIRED   ∨

Communication Skills for Leadership
COURSE COMM0005 rev.6.5 12/23/2004

7/17/2016 | REQUIRED   START COURSE ∨

Employment Survey
EXAM HC-SWDIHCS rev.1.2 5/14/2003

7/17/2016 | REQUIRED   ∨

Gaining Allies, Creating Change M...
COURSE COMM0514 rev.4 12/23/2004

Request Schedule
Recommend

7/17/2016 | REQUIRED   ∨

Step by Step: Learning Course Details Page

Click a course title link in **the To-Do list** to view **Course Details**. Here you can review information about the course, your registration, and any course requirements.

1 Basic information about the course is displayed:
- Type of course (online, instructor led, etc.)
- Target audience (employees, managers, business unit, etc.)
- Who to contact (email) for questions about the course or assignment

2 The course description and goals are listed along with the time commitment and CPEs:
- Length of the course in hours
- Credits for course listed in hours
- Contact in hours
- Continuing Professional Education (CPE) (if applicable for Professional Certification)

3 Click **more/less** to expand/collapse subject areas and associated competencies (if applicable) for the course.

4 You may also:
- Request Schedule to receive notification for the next available scheduled course.
- Recommend the course to others.
- View assignment details.

Step by Step: Learning Options and Settings

SuccessFactors Learning allows you to configure your learning settings. Select **Options and Settings** from the **Links** menu to update your learning preferences. Your settings determine the formats and standards used to display information to you in the application.

Learning Notifications

1 Learning Notifications are Admin controlled functions that can be configured either globally or locally. Users cannot control the configuration for notifications.

Select a Locale and Time Zone

2 Select the **Active Locale ID** to change the display language for the system. **NOTE:** If you change the **Active Locale ID**, only courses available in the selected language will be displayed

3 The system currency is configured to USD. Changing the **Currency ID** does not recalculate amounts from USD.

4 Use the **Time Zone ID** for your region. This is an important step to ensure course schedules display the correct local time.

5 Do not change the **Region ID**.

Update the Locale Format Options

6 Update the **Date Pattern ID** and **Time Pattern ID** to your local/regional preferences. Courses will be displayed with these settings.

7 Click **Apply Changes** to change your settings.

Step by Step: Launch an Online Course

Select **Start Course** to launch online courses. The Online Content Structure page displays.

1 Review the outline of content objects. A course may contain one or more content objects.

2 The Online Content Structure window will launch once the page is loaded. **NOTE:** Do not close the Online Content Structure window after you launch content. The window must stay open because it needs to record when you complete a content object.

3 Completed objects will be listed with the date of completion. **NOTE:** Admins can enforce the sequential completion of content objects in the settings.

Leadership and Creativity Part 2 ③

Learn the techniques needed to perform tasks relevant to your position. This course covers the essential information you must have in order to complete your objectives. Learning is a holistic process that enriches and empowers an organization's entire value chain, including employees, customers, partners and stakeholders. The best way to achieve this is to tie learning objectives with business objects across the enterprise.

COURSE LC002
(rev.1 6/20/2016)

🖥 Online Course

8 HOUR(S) CREDIT   **3** CPEs

View 3 competencies, 1 subject area, more ⌄   **1**

Start Course >   You may also: Recommend >   On your learning plan Due Anytime >

Support

Learning Actions

- **Start Course**: Launch a course.
- **Continue Course**: Relaunch a course you have started.
- **Register Now**: Register for a course assigned to you.
- **Remove Course**: Remove a course that you have assigned to yourself.
- **Request Schedule**: Request registration for an unscheduled course.

Online Content Structure **2**   ?

📄 🌐 **Leadership and Creativity Part 2**
COURSE LC002
Revision: 1 - 6/20/2016 02:23 PM America/New York
Downloaded Date: **3**
Synchronized Date:

✂ **Details**   📄 **Using Creativity to Manage**
                  Introduction to learning for new hires.

📄 **Creativity Exam**

Sup

Content Objects

Courses may be made up of one or more content objects.

1 Select an object title to launch that content object.

2 Completed objects will be listed with checkmarks and the date of completion.

Continue a Course

To relaunch a course you have already started:

1 Select **Continue Course on My Learning Assignments** to re-launch online courses and activities.

2 The Online Content Structure page displays and the course launches in a new window.

Remove Course

Courses the employee self-registered for may be removed. To remove a course:

1 Select the course title.

2 On the course detail page, select **Remove**.

3 Click **Yes** to confirm removal.

The course is removed from **My Learning Assignments**.

Step by Step: **Learning Survey**

Surveys gather feedback that helps determine the effectiveness of training. Upon completion of a learning event, the system can automatically assign you a survey to complete:

- An item evaluation to collect feedback related to user satisfaction (immediate reaction)
- A follow-up evaluation to provide input on how the user has applied learning on the job (behavior change as a result of learning)

Accessing Surveys

1 From the *My Learning* page, filter the To-Do List to show only *Surveys*.

2 Select *Start Survey* to launch the survey. **NOTE:** You may return to a survey by selecting *Continue Survey*.

Completing a Survey

1 Surveys in the LMS consist of a set of questions. Administrators can group related questions into a pool using an objective. Complete by selecting the appropriate response for each question.

2 Select *Add Comments* to add additional information to your response.

3 Click *Save* and *Close* to leave the survey and return at a later time.

4 Continue to click *Next Page* to answer additional questions. When you have completed the questions, click *Submit*.

Survey

Please complete the following user satisfaction survey to rate the overall course, the instructor, course materials and training methods.

Title: Working Smarter Global University Feedback Survey
Scheduled Offering:
Instructor:
Location:

This Survey is anonymous

[Save] [Close] [Previous Page] [Next Page]

Overall Course — Page 1 of 4

Please rate the overall course on the following statements.

1. The training class was relevant to my job.

   N/A | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree
   [Add Comments...]

2. The training content provided me with new skills and knowledge related to my job.

   N/A | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree
   [Add Comments...]

3. The training was well organized

   N/A | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree
   [Add Comments...]

4. The training objectives were clear to me.

   N/A | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree
   [Add Comments...]

5. I would recommend this course to my co workers.

   ○ Yes
   ○ No

   [Add Comments...]

[Save] [Close] [Previous Page] [Next Page]

Types of Learning Surveys and Exams

Surveys or exams may be created and existing exams may be used to support three levels of evaluation:

- *User Satisfaction*: Evaluation survey (course feedback form, sometimes called "Smile Sheet")
- *Mastery of Content*: Take a test to demonstrate knowledge of the content (using existing exam objects designated as pre-test and post-test).
- *Application of Learning*: Demonstrate skill at work and is evaluated. A questionnaire survey is created, applied to the item, and configured to include either the user/employee, his/her manager, or both. After the item has been completed, the participants will be assigned the survey a set number of days after the completion of the item (days are set at the item level) and have a designated amount of time to complete.
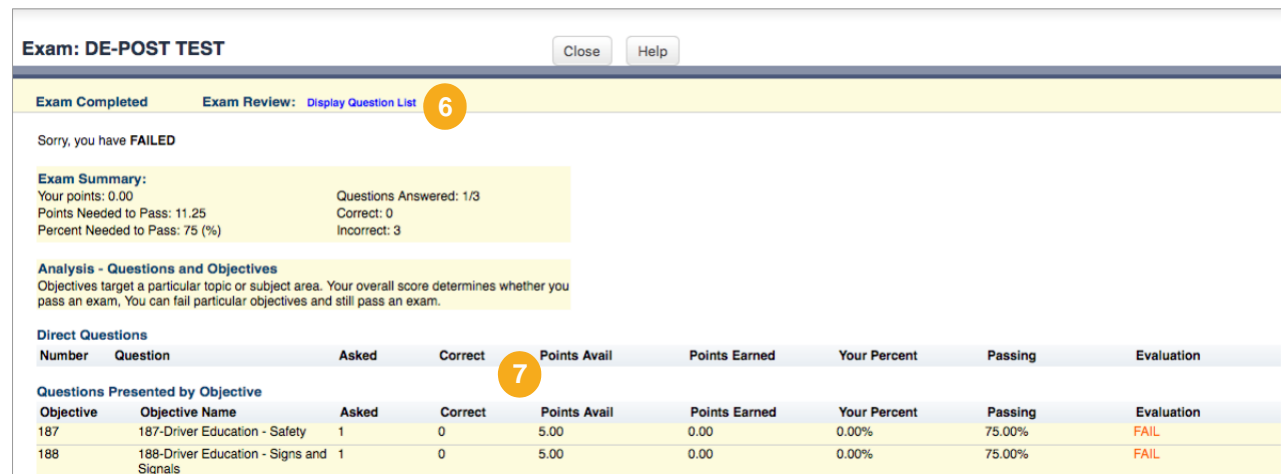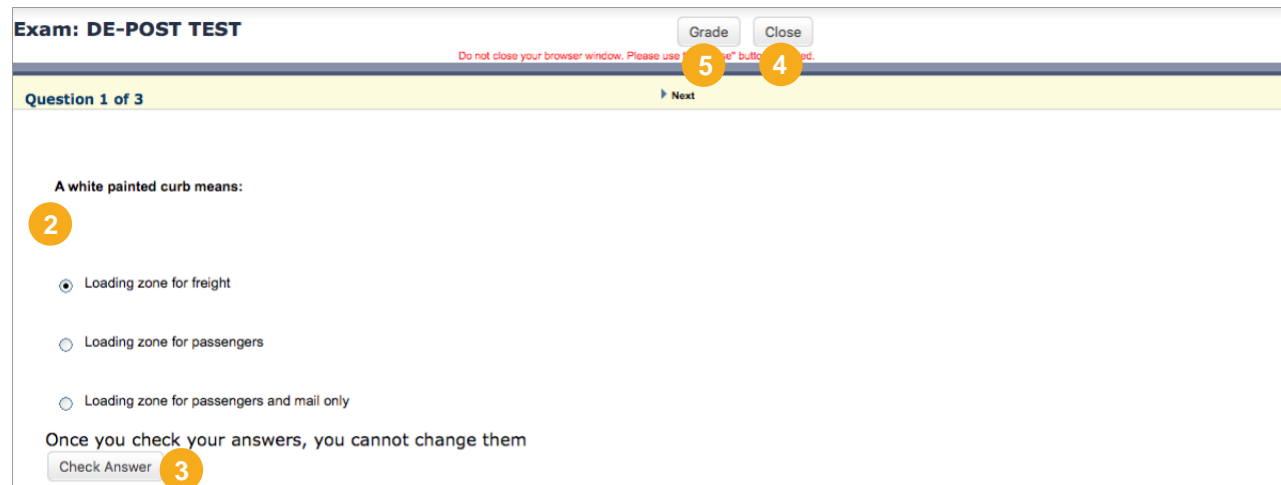
Step by Step: Learning Exams

For online content and online exams, you may access and complete an exam directly from *My Learning Assignments* or by finding the item in the catalog. For instructor-led events, you can fulfill the assignment only by attending the course, either in person or virtually. When an exam is associated with an item, users can launch the exam from their Learning Plan and upon completion of an exam, users' scores are tracked.

1 Exams are listed as content objects and can be pretests or post content exams. Select an exam link to get start.

2 Exams in the LMS consist of a set of questions. Administrators can group related questions into a pool using an objective. Complete by selecting the appropriate response for each question.

3 Select *Check Answers* to instantly review individual questions.

4 Options include whether the user can revisit content during the exam (like an "open book" exam), whether the exam is timed, the passing grade, etc. You may click *Close* and return to the exam at a later time.

5 Select *Grade* to complete the exam and view the results.

6 If enabled, select *Display Question List* to review the questions they missed on the exam or they can be given access to review all questions.

7 The completed exam results are listed. Options include an exam summary, analysis, and the questions listed.

Results of exam are listed on the *Learning History* and completed work.

Online Content Structure

1 🌐 *Leadership and Creativity Part 2*
COURSE LC002
Revision: 1 - 6/20/2016 02:23 PM America/New York
Downloaded Date:
Synchronized Date:

✂ Details 📄 Using Creativity to Manage
Introduction to learning for new hires.

📄 Creativity Exam

Exam: DE-POST TEST

[Grade] [Close]

Do not close your browser window. Please use the ~~~~ button ~~~~ed.

Question 1 of 3 ▶ Next

A white painted curb means:

2

◉ Loading zone for freight

○ Loading zone for passengers

○ Loading zone for passengers and mail only

Once you check your answers, you cannot change them

[Check Answer] **3**

Exam: DE-POST TEST

[Close] [Help]

Exam Completed   **Exam Review:** Display Question List **6**

Sorry, you have **FAILED**

Exam Summary:
Your points: 0.00   Questions Answered: 1/3
Points Needed to Pass: 11.25   Correct: 0
Percent Needed to Pass: 75 (%)   Incorrect: 3

Analysis - Questions and Objectives
Objectives target a particular topic or subject area. Your overall score determines whether you pass an exam, You can fail particular objectives and still pass an exam.

Direct Questions

Number	Question	Asked	Correct	Points Avail	Points Earned	Your Percent	Passing	Evaluation

Questions Presented by Objective

Objective	Objective Name	Asked	Correct	Points Avail	Points Earned	Your Percent	Passing	Evaluation
187	187-Driver Education - Safety	1	0	5.00	0.00	0.00%	75.00%	FAIL
188	188-Driver Education - Signs and Signals	1	0	5.00	0.00	0.00%	75.00%	FAIL

Step by Step: Learning Programs

Learning Programs combine a variety of learning elements and activities and structure them in the manner and order that you intend them to be consumed.

1 Learning program type is listed. The program is listed as Academic-style, schedule-based training, Event-based training (e.g. new hire/position) or Self-paced, open-ended training.

2 Program *Status* monitors progress toward completion.

3 Program *Description* outlines the purpose and learning objectives of the program.

4 Click *View competencies* to view associated competencies.

5 Program *Schedule* list the agenda and order of learning items.

6 Use the *Action* drop-down to launch items or take action on the program elements.

Programs provide continuous learning over time. They allow for learners to be enrolled in an almost unlimited set of scheduled learning objects, including Jam groups.

Common Tasks: Learning Tiles

Learning History
Access your completed work list by clicking the **Learning History** tile to view, search for, and sort for completed work.

1 The tile displays the number of recently recorded completions.

2 Click **View all** to view the Completed Work page.

3 If configured, a user can record completion of items directly from the History tile by selecting **Add** from the History menu.

Links
Display of each link is controlled via user workflow.

1 Access pages both inside and outside the LMS quickly and easily.

2 Click the down arrow in the tile to see the full list at any time.

My Curricula
The **My Curricula** tile shows a color-coded snapshot of status for all assigned curricula.

1 Click the tile to drill down to details on the related items.

2 Administrators can assign a priority level to curriculum. Levels are numeric, and globally configured up to "10". This helps end users to prioritize their curriculum assignments.

3 Priority levels can also be assigned to Assignment Types in order to help you prioritize your assignments. My Learning Assignments can be grouped by priority.

Find Learning
Search for learning using the **Find Learning** tile.

1 Enter keywords into the text field and click **Go**.

2 Click **Browse all courses** to access the course catalog in SuccessFactors Learning.

NOTE: If the user is also a supervisor, the link for **Assign to Others** is displayed. This provides an easy way to assign training to employees.

Scheduled Offering Tile
The **Scheduled Offering** tile automatically searches for and suggests scheduled offerings to help you fulfill your learning assignments. The learning assignments can be on your learning plans or part of a curriculum.

1 The scheduled offering is in your catalog. The tile returns scheduled offerings when you has access to them through catalogs.

2 The scheduled offering is in your region. When the search runs out of scheduled offerings in your region, it completes the set of twenty soonest scheduled offerings without regard to region, using only the soonest offering.

Custom Tiles
Your Learning Administrator can add custom tiles to the Learning landing page. The custom content tile supports media rich tiles and can be personalize the landing page by creating custom content tiles for specific organizations as well as define specific dates when the tile will be displayed.

Learning Catalog

The Learning Catalog controls what items, curricula, and scheduled offerings users can see and self assign or self register.

Step by Step: Catalog Search

The Learning Catalog is used to browse, search, launch a course, and enroll in learning activities. Courses can be Instructor led training, online training, or an event that has a blend of online and instruction.

1 Enter keywords related to the topic of the course, title, or other relevant information in the *Search* field. Be sure to enter the whole word in the search, partial words will not return results.

2 Click on the *Language* link to switch between the language collections of training activities. **NOTE:** Languages are only displayed for the selected language in your *Options and Settings*.

3 Click *Go*.

4 The *Courses* tab lists all of the courses that are available in the Learning Catalog, based on the search criteria.

5 The search results table lists the applicable learning activities:
- The course type, category, and schedule
- Click a course title to view additional details about the learning activity

Hover your mouse over a course to display available actions:
- *Request Schedule:* request notification for the next available scheduled course
- *Add to Learning Plan:* create an assignment for the course
- A *Start Course* link displays here for online courses so you can start the training

6 Use *Sort By* filter to organize the search results by different options by title.

7 Click the links and check boxes to filter results *Category, Subject area, Source,* or *Delivery Method* **NOTE:** Once you select the category, the filter choices will change. For example, if you select instructor led item, available course dates will be displayed.

8 Click *Clear* to remove filters in a section or *Clear All* to remove all filters in all sections.

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Catalog Search

Search: [1] [Go] | 1 Course We Recommend | Course Calendar

⌄ Languages: English (English) ; Currency:USD (US Dollar) **2** **3**

Sort By: [Relevance ⇕] **6**

Courses (1) **4**

Narrow Courses:

Clear All

▼ Category | Clear **8**
✓ Instructor-Led
☐ Show courses with online content
☑ Scheduled courses only
Online
Other
External
Curricula
Program
QuickGuide
Collection **7**

▼ Location
☐ New York Office

▼ Course Dates
Begins after any date 📅
Begins before any date 📅

▼ Subject Area
Achieving Results
Building Organizational Comm...
Change Management
Cleanroom Related SOPS
Computer and Network Hardw...
Energy
Environmental Health and Safety
Finance and Accounting
Healthcare
Hiring and Staffing
View all

▼ Source
☐ External
☐ Internal
☐ Plateau
☐ SkillSoft

▼ Delivery Method
☐ Contains classroom and o...

Company Benefits Orientation (COURSE HR-101) **5**

Instructor-led Course | ✅ Assign to Me | 👤 Assign to Others

Learn the techniques needed to perform tasks relevant to your position. This course covers the essen **more**

See Offerings for Price
▼ Hide Course Dates

7/27/2016 08:00 AM - 1 day
Company Benefits Orientation
New York Office - New York Lecture Hall 02
Free | 25 seats available | 📝 Register Now / 👥 Register Others

10/26/2016 08:00 AM - 1 day
Company Benefits Orientation
New York Office - New York Lecture Hall 02
Free | 24 seats available | 📝 Register Now / 👥 Register Others

1/25/2017 08:00 AM - 1 day
Company Benefits Orientation
New York Office - New York Lecture Hall 02
Free | 25 seats available | 📝 Register Now / 👥 Register Others

4/26/2017 08:00 AM - 1 day
Company Benefits Orientation
New York Office - New York Lecture Hall 02
Free | 25 seats available | 📝 Register Now / 👥 Register Others

7/26/2017 08:00 AM - 1 day
Company Benefits Orientation
New York Office - New York Lecture Hall 02
Free | 25 seats available | 📝 Register Now / 👥 Register Others

10/25/2017 08:00 AM - 1 day
Company Benefits Orientation
New York Office - New York Lecture Hall 02
Free | 25 seats available | 📝 Register Now / 👥 Register Others

1/24/2018 08:00 AM - 1 day
Company Benefits Orientation
New York Office - New York Lecture Hall 02
Free | 25 seats available | 📝 Register Now / 👥 Register Others

4/25/2018 08:00 AM - 1 day
Company Benefits Orientation
New York Office - New York Lecture Hall 02 | 📝 Register Now

Filter & Narrow

The *Narrow Courses* area of the catalog search or browse allows you to instantly filter the results. After you apply an instant filter, the system allows you to click the *Clear* (for the filters in that section) or the *Clear All* (for all filters in all sections) hyperlinks. For instance, clicking a category or a subject area displays items assigned to that category or subject

Learn: Learning Curriculum

Administrators and managers may assign curricula to employees as part of their learning and development. A curriculum lists all the courses and actions to complete the learning. **NOTE:** When an employee is assigned a curriculum, the system automatically assigns the learning items to the to-do list (My Learning Assignments) but does not register the employee for the required courses.

Curriculum Detail

1 Curriculum status and assignment is listed for the course.

2 Courses and content objects are listed as assignments in the suggested order.

3 Each course has its own status and appears independently on the My Learning Assignments tile.

Curriculum Status

Curriculum Status lists the current status of all assigned curriculum.

4 Click *My Curricula* tile to view *Curriculum Status*. Curriculum Status lists the current status of all assigned curriculum.

5 Click on a curriculum title to view the course details

6 Details include an assigned priority, date of next action and who assigned the curriculum.

7 Self assigned curriculum may be removed by the employee.

Curricula

A Curriculum is a grouping of one or more Items for the purpose of assigning and tracking as a single entity. Curricula allow each related Item to have a required date and a retraining date for Items that must be repeated on a recurring basis.

Step by Step: Calendar Search

The calendar displays what Instructor Led Training (ILT) is available on each day. The ILT scheduled offerings (sessions) are grouped and displayed by their subject area. Click the subject area link to view the scheduled offerings and register to your preferred selection.

Select the **Course Calendar** link to access the course calendar view.

1 Click **Month | Week | Day** to view the calendar in that mode.

2 Select the month and year to view a specific time period.

3 Click **Calendar Options** to set calendar display preferences.

4 Select **Calendar Search** to filter items in the calendar that match search criteria.

5 Click a date to display the day view of the calendar or click the segment title to view segment details.

Learn: Social Learning

Social Learning, powered by SAP Jam provides easy content creation, sharing, discovery, and social networking combined with workplace communities.

- Fostering on-going, continuing education. Continue assignments and stay connected to learners through a dedicated community.
- Enabling peer-to-peer support and collective management of best practices, eliminating duplicate work efforts, reducing project completion time, and increasing productivity.

With the learning implementation you are granted access to the SAP Jam collaborative learning space. Social learning provides:

1 *Social Learning* channels are integrated into the learning catalog search.

2 Use *Narrow Social Content* to filter content by social content types.

3 Select the content title to view the content on SAP Jam.

4 Select the name or group on the content post to connect to people with common job roles, skill sets and interest.

Registration

A scheduled offering is a course or instructor-led item offered at a specific date and time. A registration using the SuccessFactors Learning reserves a seat when you are registered for the offering.

Step by Step: Registrations

Registration provides you with all of the relevant information about a specific scheduled offering. Registrations are required to enroll a user in a specific offering.

You can also register for some courses directly from the Learning Catalog search results. From the Learning Catalog or Learning Assignment:

1 Click *Register Now* to display the Registration screen.

2 Enter any comments (special needs, requirements, etc.) about your registration in the Comments textbox on the Registration screen.

3 Click *Confirm* to confirm the registration.

NOTE: Courses that do not require approval or scheduling may be launched directly from the assignment without registration.

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Catalog Search

Search: [   ] [Go]   1 Course We Recommend   Course Calendar

▽ Languages: English (English) ; Currency:USD (US Dollar)

Courses (1)   Sort By: [Relevance ⬍]

Narrow Courses:

Clear All

▼ Category   Clear
✓ Instructor-Led
  ☐ Show courses with online content
  ☑ Scheduled courses only
Online
Other
External
Curricula
Program
QuickGuide
Collection

▼ Location
  ☐ New York Office

Company Benefits Orientation (COURSE HR-101)

Instructor-led Course   ☑ Assign to Me   🔲 Assign to Others

Learn the techniques needed to perform tasks relevant to your position. This course covers the essen **more**

See Offerings for Price
▼ Hide Course Dates

7/27/2016 08:00 AM - 1 day
Company Benefits Orientation   **1** 📝 Register Now
New York Office - New York Lecture Hall 02   🔲 Register Others
Free | 25 seats available

10/26/2016 08:00 AM - 1 day
Company Benefits Orientation   📝 Register Now
New York Office - New York Lecture Hall 02   🔲 Register Others
Free | 24 seats available

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Registration

Lastly, enter any comments that you wish to be associated with your request and/or registration.

Previous [**Confirm**]

Scheduled Offering
🌐 Company Benefits Orientation
COURSE HR-101
Revision: 1 - 5/14/2003 12:00 AM America/New York
Start Date: 7/27/2016 08:00 AM America/New York
End Date: 7/27/2016 05:00 PM America/New York
Capacity: 0 of 25 enrolled, 0 waitlisted
Price : Free

Registration Comments
User Name: Smarter Super Super100, Working
Registration Status: Active Enrollment (Enrolled)
Comments: **2** [   ]

3
Previous [**Confirm**]

Common Tasks: Registration

Request Schedule
To request a schedule:

1 Select the item from the catalog or learning assignment.

2 Expand the *request a schedule*.

3 Enter the *need by date* and *reason* (optional).

4 Click *Request*.

View Registration
To view course registration:

1 Locate the course in *My Learning Assignments*.

2 Review the current status.

3 Click *View Registration* to view additional details regarding the registration.

Registration Basics
Registration details include:

1 Course information

2 Assignment information, including who assigned and assignment type.

3 Current Registration information

4 Available Offerings for alternative schedule for the course

5 Request schedule details

Change Registration
To change a registration on your schedule:

1 Select the item from the catalog or learning assignment.

2 Expand the *Available Offerings* schedule.

3 Review the additional offerings.

4 Click *View Details* to register for a specific course.

5 Click *Waitlist* to register for a course that is current full.

Withdraw Registration
To withdraw a registration on your schedule:

1 Select the item from the catalog or learning assignment.

2 Expand the *Current Registration* schedule.

3 Click *Withdraw*.

Assign to Me
Courses from the catalog can be self assigned to My Learning Assignments. **NOTE:** An assignment does not register, approve, or schedule you for a course. To assign a course listed in the Learning Catalog:

1 Hover your mouse over the course in the Learning Catalog and click the *Assign to Me* link that pops-up. The course is added to the assigned *My Learning Assignments*.

Step by Step: Learning Approvals

Some courses require manager approval prior to completing registrations. Approval requests are submitted to the one up manager. Courses requiring approval are listed with a Pending Approval status. Once approval or denial decisions have been made, notifications are sent to employees.

For courses requiring approval:

1 Select *Register Now* from the course details page.

2 A warning message indicates that the course requires approval for registration. Click *Yes* to continue.

3 The approval workflow is listed by default with the approvers listed.

4 Enter *Comments* to support the request.

5 Click *Confirm*.

The course is added to *My Learning Assignments* with a *Pending Approval* Status.

Step by Step: External Request

From the **My Learning** page, click the **External Requests** quick link.

1 View your list of external requests and details about each request submitted.

2 Click **New Request** to create a new training request form.

New Request

Before completing the request form, it is recommended that you review the form to determine the required fields, indicated by red asterisks(*). This will assist you to determine the information you need to know in order to complete and submit the request. Read through the provided instructions for more information.

3 Complete all required fields (*). You will not be able to submit without populating all required fields.

4 After all required fields are populated and you clicked **Submit**, the form progresses to the approval process.

5 Click **Show All** to review the approvers.

6 Once you have examined the approval process you must agree to the acknowledgment. Check the **I Agree** checkbox.

7 Click **Submit** to complete the process.

My Learning

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Request, Authorization, Agreement & Certification of Training

1 Below is a list of all of your External Requests. Click the Request ID for more information about the request. Click **Copy Request** or **Withdraw Request** button and click **Go** to Copy or Withdraw from an External Request. Click the **New Request** button to initiate a new request.

External Requests   Viewing Options: [All requests]   Sort By: [Request ID]

There are no requests specified for this status.

2 New Request

Request, Authorization, Agreement & Certification of Training

3 Complete the form below in order to request training outside of your agency. Be certain to complete all of the required fields.
* = Required Fields

4 Submit   Save

REQUEST, AUTHORIZATION, AGREEMENT & CERTIFICATION OF TRAINING

SECTION A: TRAINEE INFORMATION   Instructions

A. Agency Code, agency sub element and submitting office number   B. Request Status / Record Action

⦿ Add   ○ Delete

A.1. Applicant's Name   First Five Letters of Last Name

Last Name   First Name   Middle Initial   GRANT

Grant   Carla

A.4. Home Address   A.6. Position Level

○ a. Non-supervisory   ○ b. Manager

Approval Submission

Submit for Approval

The item/request selected requires approval using the steps listed below.

Any step that do not have a user listed must have a name filled in before the request can be submitted.

Approval Step	Approvers
Supervisor	Supervisor Level 1 (Show All) **5**

Acknowledgement:

By checking this checkbox, I agree to all rules and regulations regarding external training requests.

6 ☐ I Agree

7 Submit

Step by Step: Learning History and Completed Work

Learning History provides a view of completed courses. Here you are able to track and manage learning, view the courses you have completed, and print certificates. When you complete a learning activity (for example, you complete a course or attend an external event), the system saves it to your completed work. Your completed work becomes a historical list of all the activities that you have completed.

Learning History Tile

1 The Learning History tile on the Learning Home page provides a user with a list of recently completed work.

2 Select a title to view the details of the completed course.

3 Clicking the *View all* link takes the user to their Completed Work page. (see below)

4 You can record completion of external events directly from the Learning History tile by selecting *Add* from the tile.

Completed Work

5 Completed Work lists the courses by Completion Date, Title, and Status.

6 Use the *Show Completions* to filter the completed work displayed.

7 Use *Title* to search and filter course work by keywords in the title.

8 Select *Status* to filter completed work by the listed status.

Complete Work Course Details

9 To review details for the completed course, hover over the course title. The completed course hours will be displayed.

10 Select *View Details* to view the complete registration information for the course.

11 Select *Print Certificate* to print a certificate of completion for events.

12 Select *Review Content* to re-launch the course.
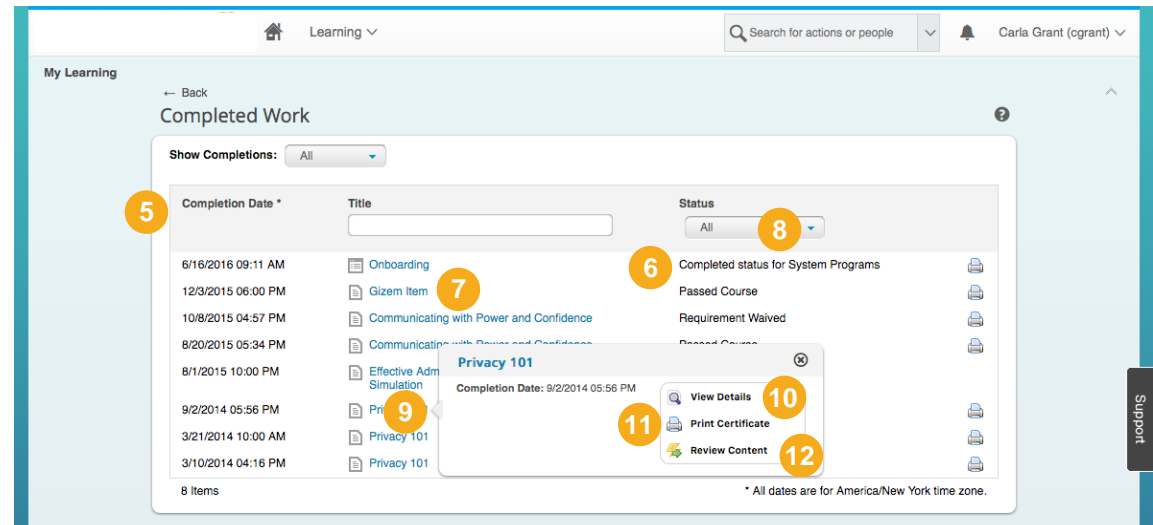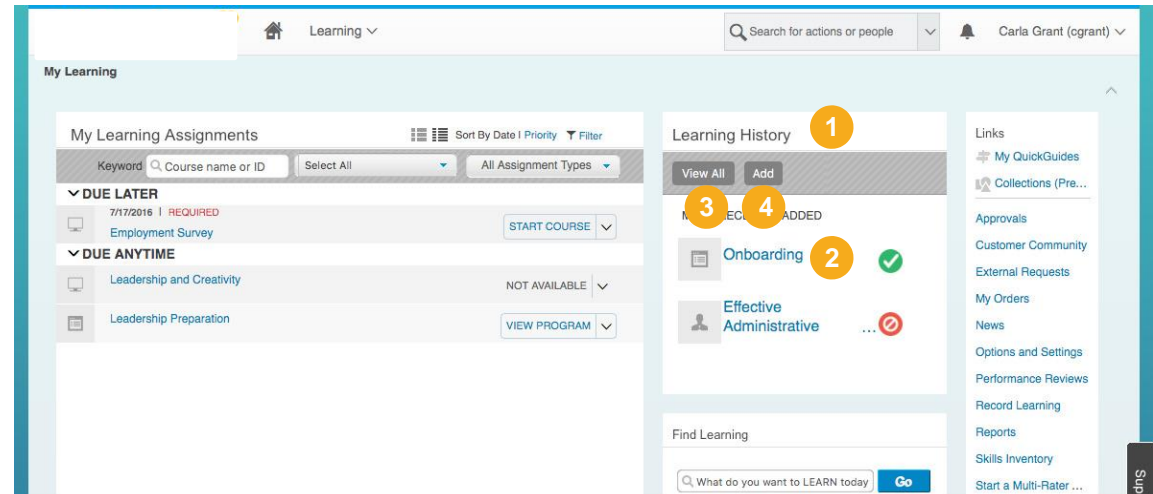
Learning for Managers

Managers are responsible for promoting employee development through training. Learning allows you to easily manage your employees' learning activities to ensure that they are engaged, productive, and successful in their roles.

Managers use Learning to view, assign, register and record learning events for their employees. My Team provides a workspace to access team members' records. From here, you can:
- Access the team viewer
- View employee's learning plan
- Take various actions using the manager links

Learn: Manager Employee Tiles

Managers use Learning to manage their own learning, and they use features on the Home page to manage team's learning.

1 **My Employees Tab**

My Employees tab manages the learning activities of direct and indirect reports.

- Managers use *My Employees* to access their learning activities and their direct and indirect reports' learning activities.
- The *Learning Plan* displays the items that the employee is required to complete, either on a one-time or recurring basis.
- All items shown are ones that the employee has not yet successfully completed.

2 **Find Learning**

Use *Find Learning* to assign learning to team.

3 **My Employees**

Displays a list of your direct reports and the status of their learning items. *My Employees* tile displays a current view of your teams learning status. Click on the chart to access the *My Employees* tab.

4 **Manager Notifications**

Manager Actions and notifications are listed at the top of the manager's My Learning Assignments. Click the notification to view the action required.

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5 **Links**

As a manager you may use the Links tile to review *Approvals* for your team, *Record Learning* events for team members, and run *Reports* on your team. Links menu provides access to manager specific actions.

- Review pending Approvals submitted by direct reports.
- Record Learning events for team members.
- Run Reports on your team.

Learn: My Employees

Managers use My Employees to access their learning activities and their direct and indirect reports' learning activities. The Learning Plan displays the items that the employee is required to complete, either on a one-time or recurring basis. All items shown are those that the employee has not yet successfully completed.

1 Employee Hierarchy

Click an employee's name in the *Employee Hierarchy* menu to view their *Learning Plan To-Do List*. If they have direct reports, this will reveal their names so you can also view and manage their learning.

2 To-Do List

Use *Find Learning* to assign learning to employees. The *Learning Plan To-Do List* provides a consolidated view of learning activities requiring action.

- All activities related to the employee are listed in one place.
- Tasks are listed and grouped by *Due Date*.
- Use *Search* to locate a specific course.
- Use the *Show* drop-down menu to see specifics, for example, show current registrations, online courses, or surveys.

3 Catalog Search

Use *Find Learning* to add courses to your personal Learning Plan To-Do List. Enter keywords and click *Go* to perform a quick search or click *Browse all courses* to look through the catalog. The process for adding learning activities to your team's learning plans is discussed in the next section.

4 Supervisor Links

Use *Supervisor Links* to quickly go to different sections of the Learning module and manage your team's learning activities. Options include: *Assign/ Remove Learning, Record Learning, Dashboard, Organization Chart, Register/Withdraw Employees, Approvals* and *Reports*

5 Track Status

View Status updates tracking the selected employee's progress on learning activities.

- *Curricula* displays the employee's progress on assigned curriculum.
- *Completed Work* lists learning activities completed in the last 30 days.
- *Competencies* displays links to assigned competencies and development activities.

Step by Step: Team Member Actions

Hover your mouse over a name in the Hierarchy menu to take these actions:

1 Select *Record Learning* to enter learning events into the employee's learning history.

2 Select *Assign Learning* to search the catalog and assign learning to an employee.

3 Select *Register Employee* to register an employee for a course.

4 Select *Manage Alternate Supervisor* to assign alternate manager(s) to an employee. Either alternate or primary managers can complete the primary manager's tasks.

5 Select *Reports* to run reports on data such as learning history, learning needs (items currently on the learning plan), and curriculum status for the employee.

6 Select *External Requests* to review requests related to learning events such as an item, scheduled offering, or external event.

7 Select *Options & Settings* to view notification and time settings for the employee.

Step by Step: Assign Learning

As a manager, you may add learning activities and curricula on your team's learning plans. Remember, an Item (course) is an assignable activity such as an instructor-led course or online training. Using the Assign/Remove Learning option, you can assign or remove one or more items to one or more employees. Only items that are in the catalog can be added. You can also remove items that the employee added to their own personal learning plan.

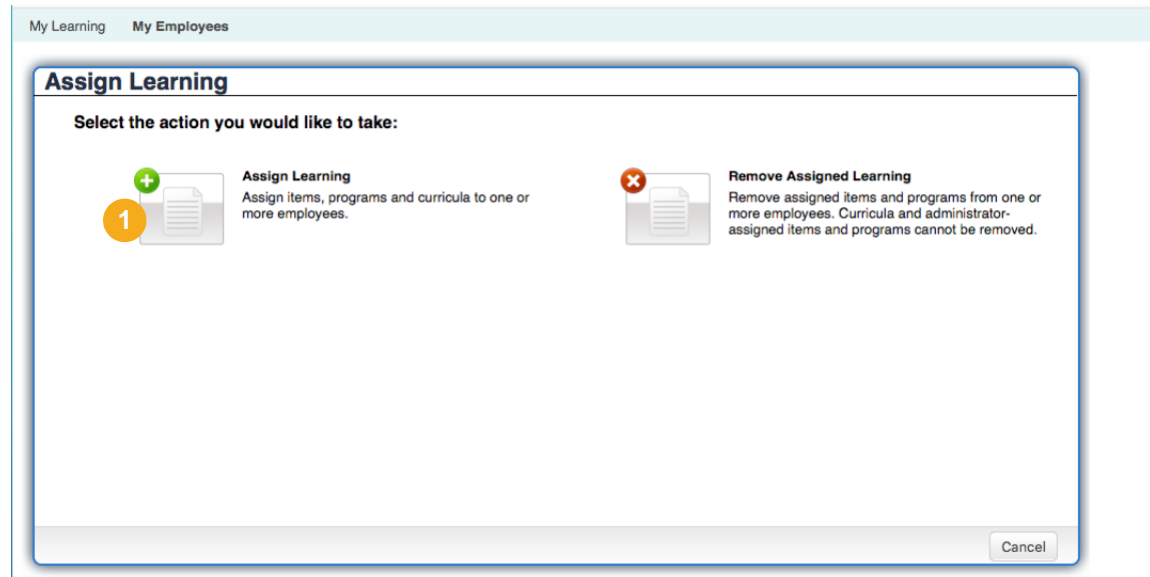*My Employees > Supervisor Links > Assign/Remove Learning*

1 Select *Assign Learning*.

2 Select the green ⊕ button next to *Items, Programs and Curricula*, to add Items and Curricula. The *Select Desired Courses from Catalog* window will appear. Hover over the course you wish to add and click the *Select* option.

3 To add employees, click the green ⊕ button next to *Employees*. Click check boxes to select employees and their subordinates, if applicable. Click *Add* to add the employees to the list of Employees. **NOTE:** To remove an employee from the List of Selected Employees, click the check box to select the employee and click *Remove Checked*.

4 Click *Continue* when finished.

Verify the information and select *Assign Learning*. A confirmation window will appear.
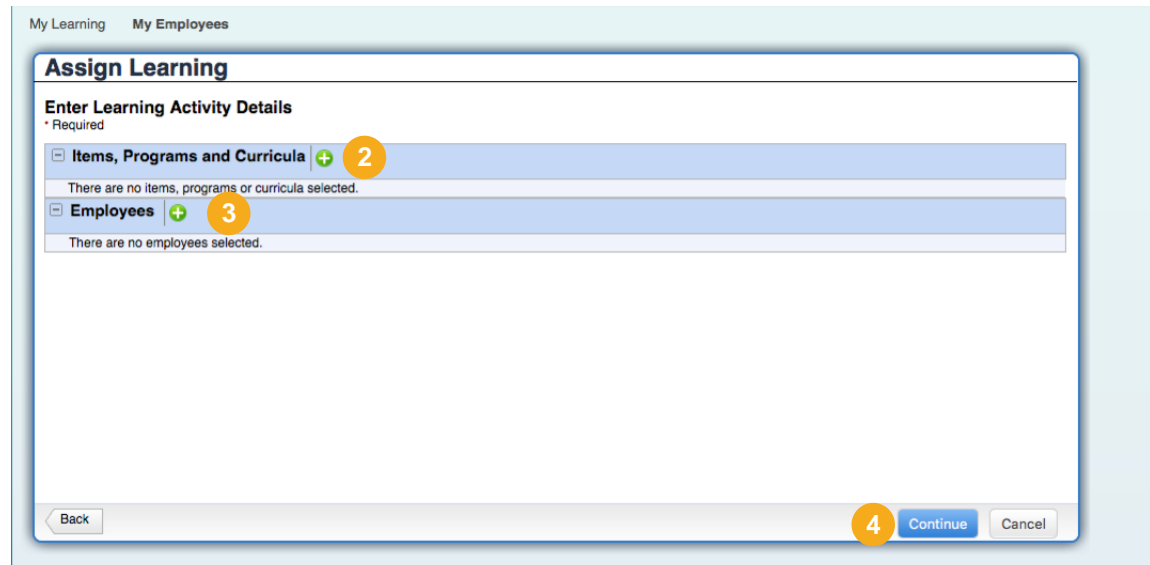
Remove Learning
There are three ways to remove learning:
- Use *Assign/Remove Learning* on Supervisor Links.
- Locate the course on the employee's Learning Plan. Click the title and click *Remove* from the course details.
- To remove a curricula, click the *Curricula* status and click the remove icon.

My Learning   My Employees

Assign Learning

Select the action you would like to take:

1 Assign Learning
Assign items, programs and curricula to one or more employees.

Remove Assigned Learning
Remove assigned items and programs from one or more employees. Curricula and administrator-assigned items and programs cannot be removed.

Cancel

My Learning   My Employees

Assign Learning

Enter Learning Activity Details
* Required

⊟ Items, Programs and Curricula ⊕ **2**
There are no items, programs or curricula selected.

⊟ Employees ⊕ **3**
There are no employees selected.

Back   **4** Continue   Cancel

Common Tasks: Register/Withdraw

Register Learning

Managers can register (enroll) or withdraw employees into/from scheduled offerings on My Employees. Items and curricula that display are from catalogs that managers have access to - not the catalog that your employees have access to.

Managers may:
- Register employees in a scheduled offering
- Withdraw employees from a scheduled offering
- View an employee's Learning Calendar

My Employees > Supervisor Links > Register/Withdraw

1 Select ***Register Employees***.

2 Enter keywords to search for the scheduled offering. Click ***Next***.

3 Select the offering. Click ***Next***.

4 Click check boxes to select employees.

5 Use the ***Registration Status*** drop-down menu to adjust the registration status for each selected employee, if necessary. Click ***Next***.

6 Enter comments for each employee's registration, if necessary. Click ***Next***.

7 Confirm the registration details including any financial requirements. Click ***Next***.

8 Click ***Finish*** to register the selected employees.

Employee's Registration

After registering or withdrawing employees from scheduled offerings, view the employee's list of current registrations to verify the registration or withdrawal.

To view your employee's current registrations:

1 Select the employee.

2 Select ***Registrations*** from the ***Show*** drop-down menu.

3 Roll your mouse over the title to view the scheduled offering summary information.

4 Click ***View registration*** or ***View Details*** to see registration and scheduled offering details, respectively.

Withdraw Team

Managers may withdraw employees from registered courses.

Follow the same process as registration, selecting the employees and course to be removed.

My Employees > Supervisor Links > Register/Withdraw

1 Select ***Withdraw Users***. Click ***Next***.

2 Select the course offering. Click ***Next***.

3 The registered team members are listed. Click check boxes to select team member(s) to be withdrawn from the course. Click ***Next***.

4 Review the withdrawal information.

5 Click the Email Confirmation check boxes to select who will be notified about the withdrawals. In order for team members to be notified, click in the Users check box.

6 Click the check box to remove the assignment from the selected team member's learning plan.

7 Click ***Finish*** to withdraw the selected team.

Common Tasks: Supervisor Links

Manager Approval

Some learning activities require a manager's approval.
- Managers are notified of the approval requests.
- Requests are marked as pending until approved.
- Approvals do not denote registration.

My Employees > Supervisor Links > Approvals

1 All employee training requests pending review appear in this list.

2 Ensure the ***Enter Reasons for Approvals or Denials*** is checked so you can add comments to explain your decision.

3 Click on the course title to review the course details to help you make your approval or denial decision.

4 Choose the appropriate button to:
- ***Approve*** the training request
- ***Deny*** the training request
- ***Skip*** approving or denying this request at this time

5 Click ***Next***.

6 Add ***Approval Reasons*** to the approved training request. Click ***Next***.

7 Click ***Confirm*** to complete the approval workflow.

8 Click ***Start Over*** to return to the Pending Approval page.

Manager Record Learning

Managers can record a learning event for themselves or for one of their employees. Types of learning events include an item or an external event.

1 Select the green ⊕ button next to ***Item*** to add items to the Record Learning.

2 The ***Select Desired Courses from Catalog*** window will appear. Hover over the course you wish to add and click the ***Select*** option.

3 To add employees, click the green ⊕ button next to ***Employees***.

4 Click check boxes to select employees.

5 Click ***Add*** to add the employees to the list of Employees.

6 Review the information listed under ***Item*** and ***Employees***.

7 Select the ***Completion Status*** from the drop-down menu.

8 Click ***Continue***.

9 This will bring you to the Record Learning Confirm Learning Details page. Click the ***Record Learning*** button to record the items selected.

Completed Work

Managers can view an employee's completed work list by opening an employee's record. Completed Work displays a list of items that the employee has completed and the dates the employee completed them.

1 Select the employee for whom you wish to view Completed Work from the team viewer.

2 Click the ***Completed Work*** status pod for the selected employee. The employee's Completed Work displays as a secondary page.

3 Select the ***Show Completions*** drop down menu to refine the list of completions to specific time periods (All, Before, After and Between).

4 The employee's completed work is listed in a table. Use the table to:
- Select a column header to sort the table.
- Enter a key word in Title to locate a specific course by name.
- Select ***Status*** to refine the list of courses completed.

5 Select a course title to view the CPE, Credit and Contact hour details for the course.

6 Click ***View Details*** to review the full information related to the course completion.

7 Click ***Print Certificate*** to print a certificate of completion for the item

8 Click the close icon on the upper-right corner to close the window and return the My Employees view.

Learning Reporting

A priority for learning managers is to be able to run detailed reports. The overall goal of the Reports is to provide you with the knowledge needed to use the SuccessFactors Learning report interface to run, save, and create recurring report jobs.
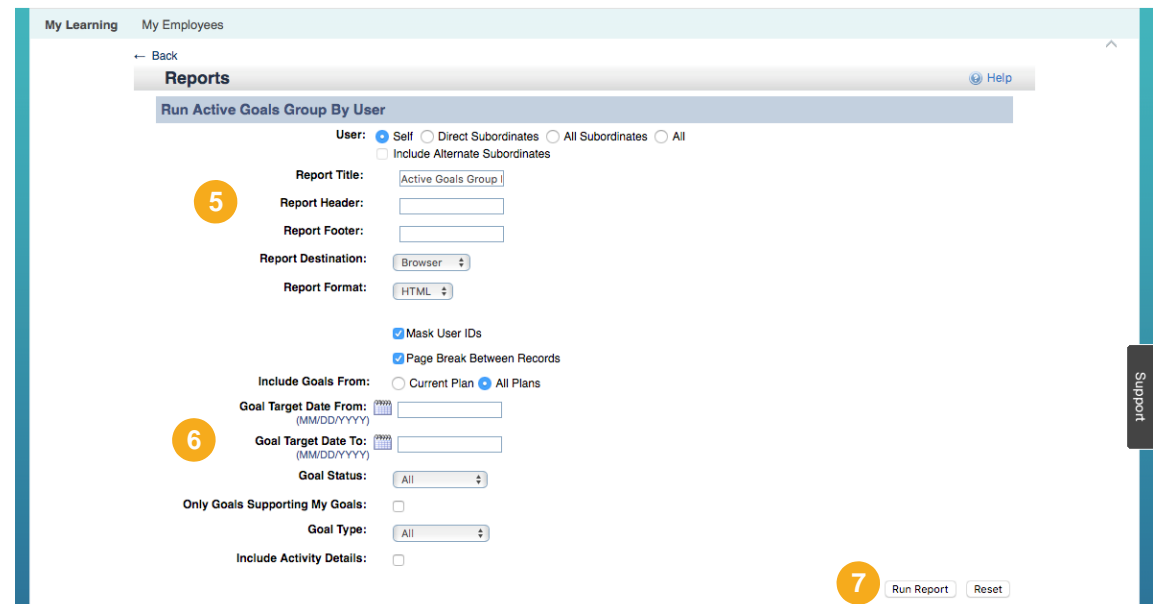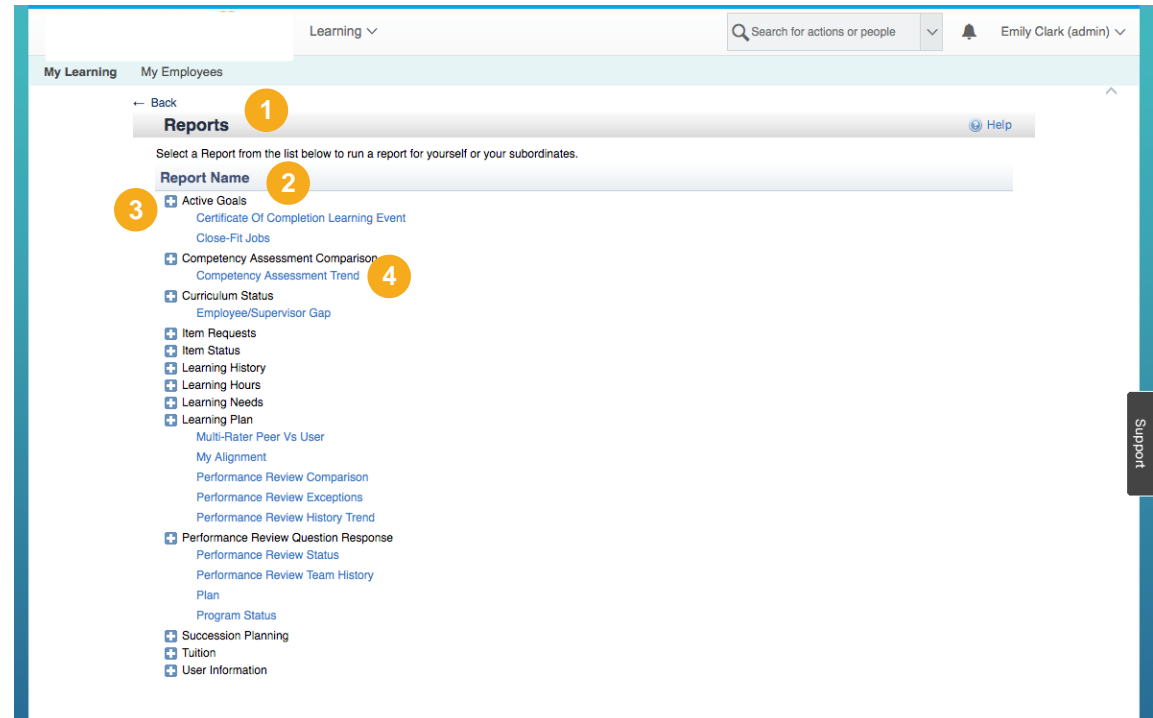
Step by Step: Reporting

The DOJ LMS can generate reports about your learning. Reporting is accessible via Links on the Home page. Reporting lists a variety of reports, by category, which can be used for compliance and audit history by the employee. Employee and managers may only access reports about the employee and learning records.

1   Click *Reports* from the *Links* section of your *My Learning* page.

2   View the list of available reports on the Reports screen.

3   Click the expand icon to see additional reports in each report group.

4   Click the report name to select a report and display the run reports screen.

Each report page has two sections:

5   The top section determines report layout.

6   The bottom section allows you to select.

7   Once the layout and criteria are defined, click *Run Report*. A new window opens with the resulting information about the employee.

Common Tasks: **Key Learning Reports**

Report Name	Definition/Filter/Usage
Certificate of Completion Report	• The Certificate of Completion Report enables you to create a report of printable certificates of completion for Learners by learning Item. • Use the query screen to search for a Learner or Item requiring certificates. Use the Run Report for Completed learning events to filter the results for completed Items. • The Certificate of Completion report prints the certificates of completion for Learners by Item.
Curriculum Data Report	• Use the Curricula Data report to view information about Curricula and Subcurricula. • Use the filters to locate a specific Curricula. You may choose to include Subcurricula. • The Curriculum Data report returns Curricula attributes; including the Sub-curricula.
Curriculum Item Status Report	• The Curricula Item Status report provides information on the Curriculum assigned to each Learner, including their curriculum status. • Use the filters to select the Learner and Curriculum. • The Report includes Items assigned to each Curriculum, the completion date, completion status, and required date for each item.
Curriculum Status Report	• Curriculum Status reports display information related to the status of the Learners assigned Curriculum. • Use the filters to select the Learner and Curriculum. • This report returns the Curriculum assigned to each Learner and their Curriculum status, as well as the number of days remaining before the required training needs to be completed to keep the
User Item **Status** **Report**	• User Item Status displays information about a Learner's completion status for Items during a specified time period. • Use the filters to select the Learner, Item, completion status, and date range to run the report against. • User Item Status report returns Learners' completion status for the Items they completed in a given date range.
Learning History Report	• The Learning History Report displays information about Items that Learners have completed • Use the filters to select the Learner, and date range for which you would like the report to return results. • The Learning History report returns the Learning History (completed Items) for the Learner.

Report Name	Definition/Filter/Usage
Learning Needs Report	• The Learning Needs Report displays information about the Items that have been assigned to the Learner that need to be completed. • Use the filters to select the Learner, Item, and Required Date range for which you would like the report to return results. • The Learning Needs report returns the Items assigned to a Learner.
User Online Item Status Report	• The User Online Item Status report displays each Learner's progress for Online Items. • Use the filters to select the Learner, Item, and initial, last accessed, and completed date ranges to run the report against. • The User Online Item Status report returns a Learner's progress through online courses reported at the content object level.
Registration Status Report	• The Registration Status Report displays registration information for both Learners and Scheduled Offerings. • Use the filters to select the Scheduled Offering, Learner, and registration status to run the report against. • The Registration Status Report returns a detailed list of registration information including registration dates and times, enrollment numbers, Instructors, and Scheduled Offering details.
Scheduled Offerings Report	• The Scheduled Offerings report displays information about each Scheduled Offering. • Use the filters to select the Scheduled Offering and status to run the report against. • The Scheduled Offerings report returns detailed information about each Scheduled Offering including the Item scheduled, dates scheduled, registration and waitlist data, Instructor data and segment data.
Scheduled Offering Roster Report	• The Scheduled Offering Roster report displays information about the Learners registered in a Scheduled Offering. • Use the query screen to select the Scheduled Offering to run the report against. • The Scheduled Offering Roster report returns the roster of Learners in a scheduled offering.